**Questionnaire used for perceived unfairness of RMP scale development**

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**SCENARIO 1**

“Imagine that you are planning a weekend away with a friend in Paris for the next mouth. You looked for hotels on internet and you find a very interesting price on the website of the hotel named Novotel Paris-Center (NPC). The next day, you find that the prices on the same website have changed. You have repeated your searches several times and you have noticed that the prices change with each of your connection. There is no information on website about the pricing policies adopted by the hotel. To get the best possible deal, you inform yourself about room rates at multiple websites of online travel agencies (*Booking.com, Expedia, Kayak, etc.*). Finally, you decided to book directly with the hotel NPC. For a two-night stay (Friday-Sunday), you are charged 115 € per room per night. The following day you are meeting friends and tell them about your planned trip. One of them tells you that he/she is also going to Paris on the same weekend and has booked the same room category in the same hotel as you have. Your friend tells you he/she has booked the room through *Booking.com* website at the same time as you have at a rate of 75 € per room per night”.

**Based on the scenarios above, will you say that:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| N° | **Affirmations** | *1. strongly disagree.* |  |  | *4. Neutral* |  |  | *strongly 7.agree*  |
| 01 | The pricing of the hotel I booked is unfair |  |  |  |  |  |  |  |
| 02 | The pricing of the hotel I booked is inequitable |  |  |  |  |  |  |  |
| 03 | The pricing of the hotel I booked is **unacceptable** |  |  |  |  |  |  |  |
| 04 | The pricing of the hotel I booked is unreasonable |  |  |  |  |  |  |  |
| 05 | The pricing of the hotel I booked is **immoral**  |  |  |  |  |  |  |  |
| 06 | The pricing of the hotel I booked is a **shocking**  |  |  |  |  |  |  |  |
| 07 | The pricing of the hotel I booked is **unclear**  |  |  |  |  |  |  |  |
| 08 | The pricing of the hotel I booked is **incomprehensible** |  |  |  |  |  |  |  |
| 09 | The pricing of the hotel I booked is **illogical** |  |  |  |  |  |  |  |
| 10 | I was treated fairly by the hotel  |  |  |  |  |  |  |  |
| 11 | I did not get treated right by the hotel  |  |  |  |  |  |  |  |
| 12 | The deal I agreed on with the hotel was fair |  |  |  |  |  |  |  |
| 13 | I think the hotel I booked got more out of the deal than I. |  |  |  |  |  |  |  |

**Scenario 2**

“Imagine that a few days later, after you have booked your room at Novotel Paris-Center, you receive an advertisement from this hotel announcing a price drop of 30 to 40%. You missed that promotion which had occurred before and after your purchasing. The reason you missed the promotion was that the hotel did not inform you about it when they made the purchase”.

**Based on the scenarios below, will you say that:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| N° | **Affirmations** | *1. strongly disagree* |  |  | Neutral |  |  | *7. strongly agree*  |
| 14 | I feel angry |  |  |  |  |  |  |  |
| 15 | I feel **tricked** |  |  |  |  |  |  |  |
| 16 | I feel **manipulated** |  |  |  |  |  |  |  |
| 17 | I feel mad |  |  |  |  |  |  |  |
| 18 | I feel disappointed |  |  |  |  |  |  |  |
| 19 | I feel **insulted** |  |  |  |  |  |  |  |
| 20 | I feel unfulfilled |  |  |  |  |  |  |  |
| 21 | I am regretful |  |  |  |  |  |  |  |